

Fundamental Skills for Non-Management
How To Get More Organized At Work (4)
Superior Performance Program I – Employee Overview (PWE Only) (2)
Teamwork (4)
Workplace Violence Prevention – Non-Management (4)

Administrative Skills Certificate Program
This program seeks to enhance and develop a higher level of skill in the administrative professional employee at the City of Houston. Administrative personnel who choose to improve their ability and skills by successfully completing this three and one half day program will receive a certificate of professional proficiency at the conclusion of the course. Employees will be invited to participate in an awards ceremony to receive their certificate and recognition.

Administrative Skills Certificate Program (In Development) (4)

Communication Skills Development Program
Business Grammar (21)
Business Writing (28)
Group Facilitation Skills (21)
Effective Telephone Skills (4)

Communication Skills Certificate Program
This program is for City of Houston employees who want the ability to communicate skillfully and confidently with people and who understands when you combine excellent communication skills with being good at your job, you are unstoppable! This program is made up of three (3) courses conducted over four (4) days (29 hours) will sharpen your communication skills in problem-solving, getting your point across, persuasiveness, resolving conflicts and showing others you are credible, knowledgeable, competent, and trustworthy. This program ends with an award ceremony and a certificate of proficiency.

Conflict Resolution; Building Workplace Relationships (7) (2.5 days)
Effective Presentation Skills (18)
Improving Communications at Work (7)

Workplace Effectiveness Courses
Coping With Change (4)
Managing Anger (3)
New Employee Orientation (7)
P-Card Training (PWE only)
Stress Management (EAP) (4)
Train-the-Trainer: A Guide to On-the-Job Training (7)

Languages Program
English As A Second Language – Basic (Ongoing) (2 hours per week 6 months)
Spanish As A Second Language – Basic (24) (12 sessions, 2 hours each week)
Spanish As A Second Language – Intermediate (24)

Quality Customer Service Skills Certificate Program
This program of three and one half (3 ½) days focuses on critical communication components of customer service excellence including dealing with customers in person, on the telephone, through written correspondence, and motivating each other. This program seeks to develop a higher level of customer service by City of Houston employees. The skills acquired can be applied to interactions with internal and external customers. Participants in this program must successfully complete four (4) courses in the Customer Service curriculum. Employees who complete the four courses will be identified as a star employee who has achieved a higher level of proficiency in the area of customer service by being awarded a certificate of proficiency. *(Programs to be developed. They are not available yet.)*

Customer Service at the City – Vision, Philosophy, and Strategies (7)
Delivering Quality In-Person Customer Service (4)
Telephone Skills That Make a Difference (4)
Preparing On-Target Customer Correspondence (11) (1.5 days)

Affirmative Action Program
The Mayor’s Office of Affirmative Action and Contract Compliance offers employee development courses at the E.B. Cape Center for all City of Houston employees.

Equal Employment Opportunity Overview
Managing Diversity (for managers and supervisors)
Preventing Sexual Harassment (for non-management employees)
Preventing Sexual Harassment (for managers and supervisors)
Removing Barriers and Providing Customer Service to People with Disabilities
The Americans with Disabilities Act
Understanding Diversity
Understanding Equal Employment Opportunity (for managers and supervisors)

Did you know the E.B. Cape Center has gone “online?”

It is true! You can access information about the E.B. Cape Center 24/7 on the internet, visit our web site at:

www.houstoncapecenter.org

City Employees can also access information about the E. B. Cape Center at (www.choice.net). Scroll down the menu page to The E.B. Cape Center. There you will find links to our:

- * Web Site
- * Training Liaisons List (.xls file)
- * Registrar Database

For additional information please contact the:

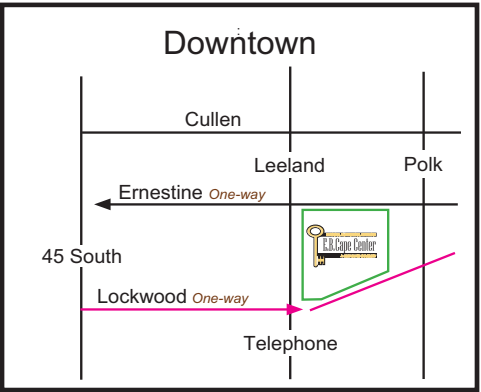
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E. B. Cape Center

YOUR Corporate University



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Course Offerings



The **E. B. Cape Center** is committed to providing quality education to **ALL** City of Houston departments and employees. As a **Corporate University**, the Center offers educational courses that are specific to the business and professional needs, objectives, and goals for the **City of Houston**.

Our Mission

The mission of the E.B. Cape Center is to build a world-class, result-oriented, and responsive workforce for the City of Houston. This mission is accomplished in two ways:

1. Providing learning that meets the City of Houston critical business goals and needs, and
2. Providing lifelong learning opportunities that will prepare employees for life and work in an increasingly technological society.

Our Vision

The E.B. Cape Center - a Corporate University will be:

- A learning center that is nationally recognized for its diverse educational excellence and its commitment to learning
- The education center of choice for city departments and employees
- An integral part of the City of Houston and community through quality partnerships and responsiveness to department needs

Our Values

As a Corporate University, the E.B. Cape Center affirms these values:

- Commitment to learning
- Dedication to excellence
- Civic responsibility
- Collaboration and partnerships
- Academic integrity
- Creative Thinking



Certification Classes

TECHNOLOGY SKILLS DEVELOPMENT PROGRAM

Changes in technology have profoundly shifted the way the city does business and how employees are trained and retrained throughout their work life. These workshops will enhance employee technology knowledge and skills as related to their jobs.

Microsoft Applications

MS Access 2000 – 1 (7)
MS Access 2000 – 2 (7)
MS Access 2000 – 3 (7)
MS Access 2000 – Macros (7)
MS Excel 1 (7)
MS Excel 2 (7)
MS Excel 3 (7)
MS Excel Formulas (3)
MS Excel Tips & Tricks (3)
MS Outlook 1 (7)
MS Outlook 2 (7)
MS PowerPoint 1 (7)
MS PowerPoint 2 (7)
MS PowerPoint 3 (7)
MS PowerPoint Tips & Tricks (3)
MS Project – 1 (In Development)
MS Windows 2000 (3)
MS Word 1 (7)
MS Word 2 (7)
MS Word 3 (7)
MS Word Templates & Online Forms (3)

PC Enhancement Skills

Basic Keyboarding (16) (8, 2-hour sessions)
Crystal Reports 1 (7)
Introduction to MS Office (7)
PC Literacy (7)
Performance Impact System (Web Application) (3)

TECHNICAL SKILLS DEVELOPMENT PROGRAM

Technical training refers to a planned, established, and recognized program to train and/or retrain operating personnel. PWE offers regularly scheduled technical training in topics such as construction inspection or water / waste-water courses leading to employee certifications.

PWE Technical Skills Certifications / Licenses

Construction Inspector Training & Project Management Basics (24) (2 hours per week, 12 weeks)

Basic Wastewater Operations (20) (2.5 days) *
Basic Water Works Operations (20) (2.5 days) *
Pump and Motor Operations Maintenance (20) (2.5 days) *
TCEQ Review (12) (2.5 days) *
Utilities Management (20) (2.5 days) *
Valve and Hydrant Maintenance (20) (2.5 days) *
Wastewater Collections (20) (2.5 days) *
Water Distribution (20) (2.5 days) *
Water Laboratory (20) (2.5 days) *
Water Utilities Calculations (20) (2.5 days) *
Water Utilities Safety (20) (2.5 days) *

* For PWE PUD employees only

SAFETY SKILLS DEVELOPMENT PROGRAM

Safety education and training is one of the most positive actions that can be taken in accident prevention. Both the Human Resources Central Safety staff and the PWE Safety Training Branch offer safety courses at the E.B. Cape Center designed to address employee health and safety issues. All courses are available to all COH employees. Some courses may be mandatory for some employees.

Central Safety Training Courses (All Employees)

Defensive Driving Course (DDC) (6) *
Ergonomics (ARC) (1) *
Protect Your Back (ARC) (2) *
Slip, Trips & Falls (ARC) (1) *
Standard First Aid, CPR, and AED (ARC) (MANDATORY for designated positions) (8) *

* Not taught at the Cape Center

PWE Safety – All Employees

CDL Preparatory Course (7)
Chain Saw Safety (3)
CPR / Medic First Aid /AED (MANDATORY for designated positions) (7)
Defensive Driving Course (DDC) (6)
Hazard Communication Compliance (2)
Hazardous Waste Emergency Response Overview Level 1 (8)
Safety Overview of Confined Space Entry (4)
Work Zone & Flagging Safety (5)

PWE Safety – Supervisors and Managers

OSM - Effective Accident Investigation (5)

OSM - Effective Safety and Health Management (APP) (5)
OSM - Five Step Process of Job Safety / Hazard Analysis (5)
OSM - Hazard Identification and Control (5)
OSM - Safety and the Supervisor (MANDATORY) (8)
OSM - Safety Committee Operations (5)

BUSINESS SKILLS DEVELOPMENT PROGRAM

Successful managers today understand that a broad range of business skills training is essential to business success. Likewise, employees expect training to help them perform in an ever-changing and challenging business world. The E. B. Cape Center offers job-specific, as well as people centered, business skills training that will enhance the performance of every employee. Many courses address city policies, procedures, executive orders, or other pertinent information that can only be learned in the classroom.

Management Fundamental Skills

City Accreditation Program (CAPS) I For Supervisors (105)
City Accreditation Program (CAPS) II For Supervisors (28)
Performance Management System (In Development) (7)

Supervisory and Management Enhancement Skills

Managing Change (4)
Organizing Your Time and Work (7)
P-Card Approving Managers Training (PWE only)
Superior Performance Program I (PWE Only) (7)
Superior Performance Program II (PWE Only) (14)
Teambuilding (4)
Workplace Violence Prevention – Management (4)

Executive Management Skills Certificate Programs

Certified Public Manager (CPM) Program (State of Texas Certification) (140)
ModelNetics – Management Concepts and Applications (Main Event Management certification) (40) (20 sessions, 2 hours each)

The numbers in parentheses () indicate hours of instruction required for successful completion.